
Case Management Module

Did you receive Case Management services here in the last year?

Yes No

If “Yes,” please complete this section. If “No,” please skip this section.

This section is about the case management services you received here. Please answer these questions based on your experiences over the last 12 months. If you have been coming here for less than 12 months, answer the questions based on your experiences since you started coming here.

Definition of Terms

Case Manager: case manager, case worker, case technician, or social worker who provided you with case management services.

In the last 12 months ...

1. I got case management services here from: (please check all that apply)

Case manager Social worker Drug treatment counselor Nurse
 Other (please specify) _____ Not Sure

2. My case manager went over my service plan and updated it with me every 3 months.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

3. When I needed an appointment, I could see my case manager soon enough for my needs.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

4. My case manager helped me get services both here and, if needed, at other places.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

5. My case manager was able to work quickly to get me what I needed.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

6. My case manager was good at showing me how I could help myself.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

7. My case manager was responsible and professional.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

8. I found it hard to talk to my case manager.

All of the Time Most Times Sometimes Rarely Never Does Not Apply

9. I felt comfortable sharing my feelings and problems with my case manager.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

10. I wanted my case manager to spend more time with me to help me with my problems.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

11. I wanted to be more involved in making decisions about my service plan and goals.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

12. My case manager involved my family and friends in my care as much as I wanted.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

13. I felt I would get in trouble if I disagreed with or complained about my case manager.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

14. Overall, my life ran more smoothly because of the help I got from my case manager.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

15. My case manager and my HIV medical care providers worked together to help me.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

16. If I knew someone who was HIV-positive and needed a case manager, I would refer her or him to this program for help.

- Definitely Yes Maybe Definitely Not Not Sure

17. Overall, I am satisfied with the case management services I received over the past 12 months.

- Strongly Disagree Disagree Agree Strongly Agree

18. What would you change to make the case management program better for yourself and other clients?
